



Virtual Purchase Agreement

Congratulations! We are happy you've chosen Charlotte's Weddings to be a part of your wedding.

I understand and agree to the following terms for purchase of my wedding gown and accessories:

- 1. No Refunds, Exchanges or Cancellations:** There are no refunds, exchanges or cancellations once I choose the style and place my deposit for this order. **ALL SALES ARE FINAL.**
- 2. Size: (Please initial)** The choice on what size to order is mine. My measurements were taken by Charlotte's Weddings and I agree with the accuracy of these measurements. I have reviewed the appropriate size chart for the gown I'm ordering with my bridal stylist and have used that chart to choose my size.
 I authorize Charlotte's Weddings to order my gown in a size: _____ (Initial _____)
 I understand and agree that unless I've paid for custom body measurements that my gown will not be custom made to my measurements. Charlotte's is not responsible for gains and losses in weight resulting in additional alterations.
 Bust _____ Waist _____ Hips _____ Height _____
- 3. Alterations:** Alterations are not included in the price of the gown I'm ordering. I understand that alterations are necessary on most gowns, even those that have been ordered custom length and/or custom body measurements. I also understand that Charlotte's does not perform alterations but can provide a list of preferred seamstresses.
- 4. Dye lots:** Dye lots can vary and are not guaranteed by Charlotte's.
- 5. Ship dates:** All ship dates from manufacturers are approximate. Special delivery on most wedding gowns takes between **5-8 months**. Until my gown is ordered, Charlotte's can only give a very general estimate of its ship date from the manufacturer. For an approximate arrival date, I understand I'm welcome to call 2 weeks after my order is placed. The approximate arrival date is the date Charlotte's expects my gown to be at the store ready for me to pick up. This approximate date is based upon the store's knowledge of the designer, usual time in transit from the designer and assumes the manufacturer is not running early or late. Charlotte's is in frequent contact with their designers. I understand I'm welcome to call the receiving department at Charlotte's for an update on my order at any time. In the case of a rush order or pulling from the designer's current stock or incoming inventory it's possible that the delivery could be earlier than 5 months. There is **an additional fee of \$100** per wedding gown for shipping, handling, and insurance from the designer to Charlotte's Weddings.
- 6. Non-delivery:** Charlotte's is not liable for any delay or non-delivery of any item resulting from conditions beyond its control. This includes COVID-19. I understand that if Charlotte's feels that a manufacturer's delay is going to result in non-delivery, Charlotte's will, with my input, secure an alternative garment and no refund will be given.
- 7. Pick up:** If possible, I will pick up my gown and try it on in the store. If store access is not available due to Governor restrictions based on COVID-19 I will schedule a curbside pick-up. I agree to try on my gown within **60 days** of picking it up curbside. When I pick up my gown it will be in the condition in which Charlotte's received it from the designer and covered in a signature Charlotte's bag. It's my responsibility to pick up and pay for any balance due for all merchandise ordered for myself and my wedding party within **30 days** of being notified of its' arrival. **NO STORAGE FEES WILL BE APPLIED TO GOWNS PURCHASED VIA VIRTUAL APPOINTMENTS. A \$25 Storage fee will be applied to gowns not picked up within 60 days of being notified.** All gowns and merchandise must be paid for before alterations or prior to leaving the store. No checks will be accepted at the time of pick up.

I verify that I have read the above purchase agreement and policy information and fully understand it. I understand that if I have questions or concerns about my order it is my responsibility to address them before I sign this contract. I agree that I love my dress and I'm very excited to get married!

Printed Name: _____

Signature: _____

Date: _____

Receipt at Charlotte's _____